

FAQs for Employees, Physicians, and Residents/ Fellows

1. What is the My Voice Matters engagement survey?

The My Voice Matters engagement survey is an organization-wide initiative that measures the experience of our staff, physicians, and residents/fellows across various dimensions. The survey questions are about your overall experience working, practicing, and training at Hamilton Health Sciences (HHS).

2. Why are we doing the My Voice Matters engagement survey?

Our strategic plan identifies *People* as one of the four strategic pillars. Our goal as an organization is to engage, empower, and enable our people to deliver on our mission. Research shows that the engagement of our people directly affects the quality of care provided to our patients and their families.

3. Is the My Voice Matters engagement survey confidential?

Yes. The confidentiality of individual responses is incredibly important to creating an environment where everyone is comfortable sharing their honest feedback. The survey is administered by TalentMap, a Canadian company that specializes in engagement surveys. TalentMap confidentially collects and maintains all individual responses. **No one at HHS** will be provided with access to any individual responses under any circumstances.

Only aggregate (combined) responses will be provided to HHS. Leaders will receive a summary report with their area's overall scores as long as eight or more people in that area responded to the survey.

4. Will my leader know if I complete the survey?

Leaders are not informed if an individual has completed the survey. Leaders do receive the response rates for their area.

5. What will the results be used for?

Throughout the winter and early spring 2020, results will begin to be shared across HHS. Leaders will receive their area's summary reports and share the results with their teams, enabling you to make improvements in your unit or department together.

The overall survey results will also help us broadly understand the level of engagement for employees, physicians, and residents/ fellows across HHS. This will drive initiatives to enhance and inform engagement through organization-wide responses.

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6. How has feedback from past surveys led to changes?

The survey has informed improvements in individual departments and across HHS. The engagement survey continues to play an important role in the development of initiatives that support the [People Plan](#) – a key component of the overall HHS strategy.

In the last two years, changes include new offerings that enhance the safety and wellbeing of our people, including the rollout of the Working Mind training. We also found ways to improve how we recognize our people, such as the Night of Celebration. We continue to break ground on transformational initiatives in quality, such as increasing the number of CQI units, and in our Digital Health Plan, with key improvements in computer upgrades, single sign-on, and MyChart.

7. What is engagement?

Engagement describes how connected we feel to HHS on a logical, emotional, and behavioural level. In other words, it's about our overall view of where we work. In addition to engagement, the survey measures many topics that impact our day-to-day work experience.

8. Who should complete the survey?

This survey should be completed by all employees, physicians, and residents/ fellows at HHS. Employees, physicians, and residents/ fellows each receive a distinct survey to better reflect their experience working, practicing, and training at HHS.

9. How do I complete the survey?

All active employees, physicians, and residents/ fellows will receive a unique link to the survey on January 15th, via email. The email will be sent by TalentMap. Please **do not** share your link with anyone else as each link is unique and generated to ensure that each individual only completes the survey once. **Please complete the survey by February 6th.**

10. I didn't receive an email to complete the survey, can it be re-sent?

The survey opens on January 15th and invitation emails are sent out from surveys@talentmap.com. Please check your inbox for the email with the link to complete the survey. If you are still unable to retrieve the email or if you did not receive an invitation, please email us for assistance at MyVoiceMatters@hhsc.ca.